

HRMS Professional User Support and Password Reset Process

Employee or Agency:

1. Contacts DES Service Center via phone or e-mail.
 - a. ServiceCenter@dop.wa.gov
 - b. 1-877-664-1960 or 360-664-1960
 - c. The subject line in the e-mail should read – **Professional User Security Request**
2. For password reset, provides:
 - a. UserID (Personnel Number or Portal UME)
 - b. Which HRMS System (HCM, BI, Portal)
 - c. Contact information

Note: Portal LDAP account passwords are not reset by HRMS Central Security.

3. For support, provides the above information **plus** details to help identify the problem:
 - a. What you were doing or trying to access when the problem occurred
 - b. Error message received
 - c. Screen prints

HRMS Service Center:

4. Creates a ticket for HRMS Central Security.
5. Verifies user identity if it is a phone request.

HRMS Central Security:

6. If request is from a work e-mail:
 - a. No verification is required
7. If request is from a personal e-mail
 - a. Verification is required
 - b. If unable to contact professional user, HRMS Central Security will not complete request until verification is completed
 - c. If unsuccessful after the 2nd attempt to contact the professional user the ticket will be closed

Note: First attempt – request user response within 2 business days. Second attempt – request user response within 3 business days.

8. Completes the request and notifies the professional user of resolution and/or new password.

Note: If a resolution of an issue requires a role assignment, the ticket will be closed and the user will be referred to agency Security Requestor to initiate the HRMS Professional User Access Request Process.